

1/21

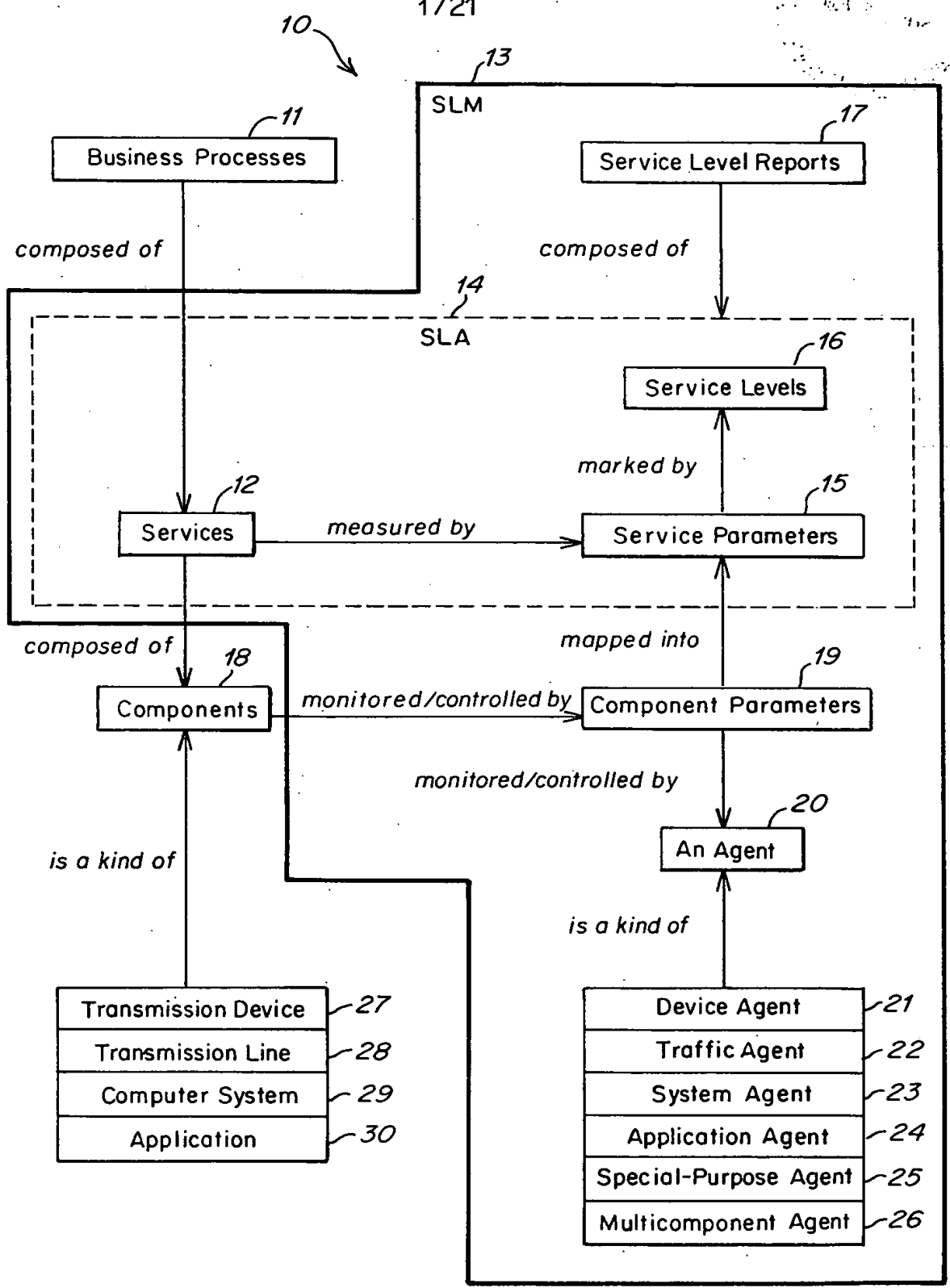


Fig. 1

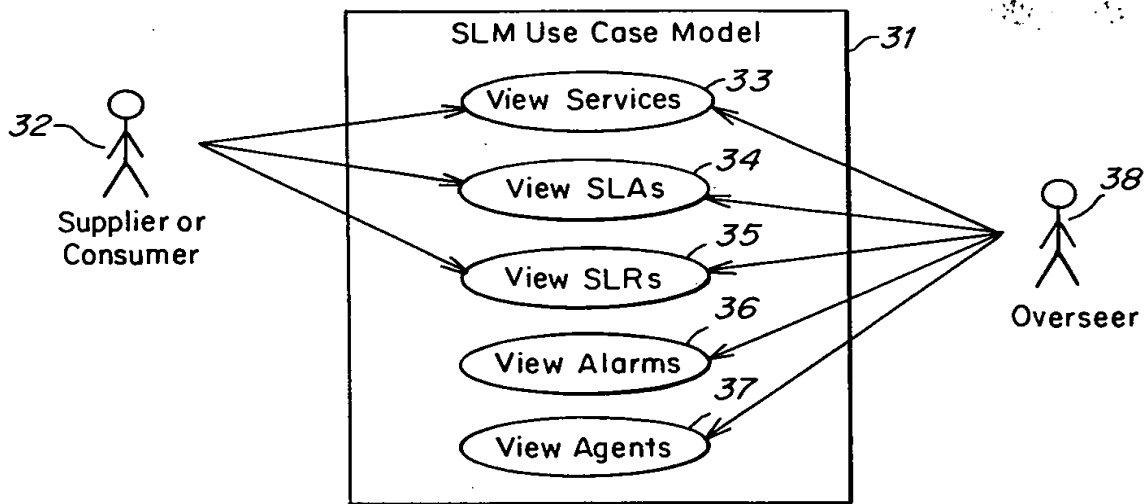


Fig. 2

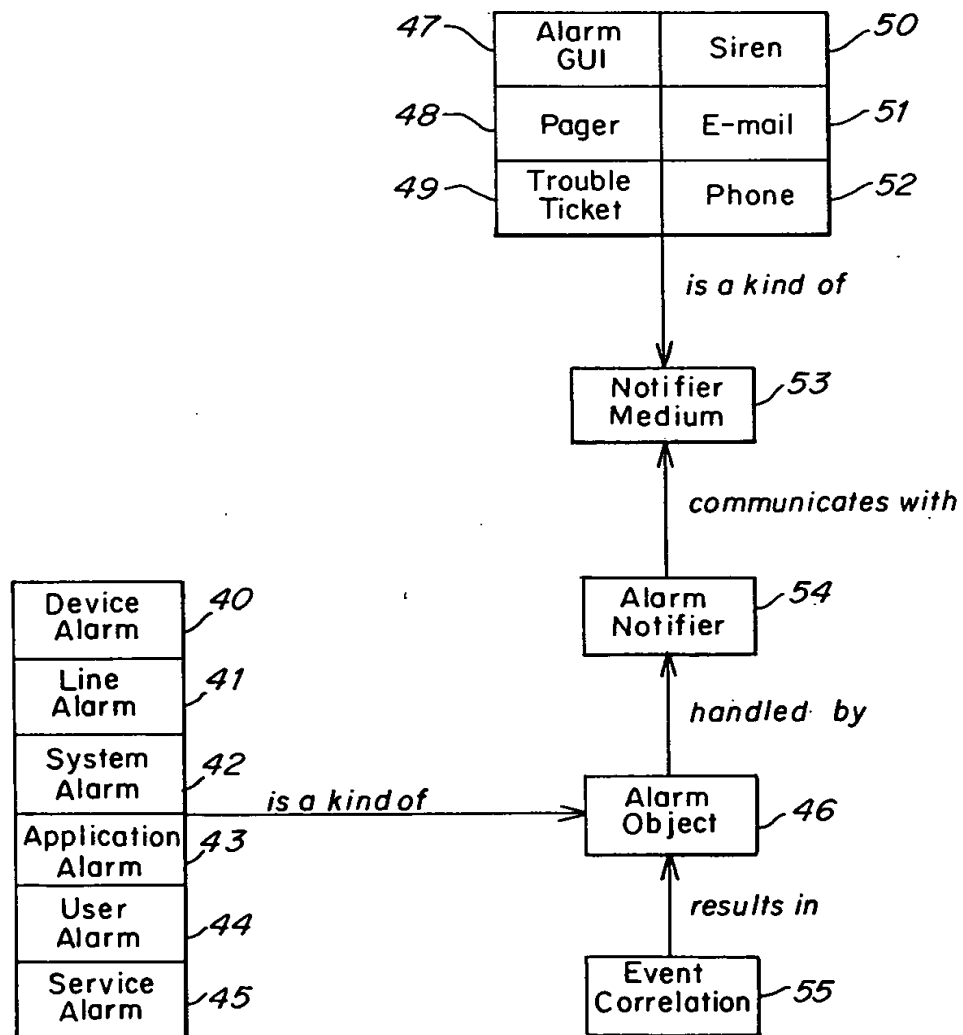


Fig. 3

3/21

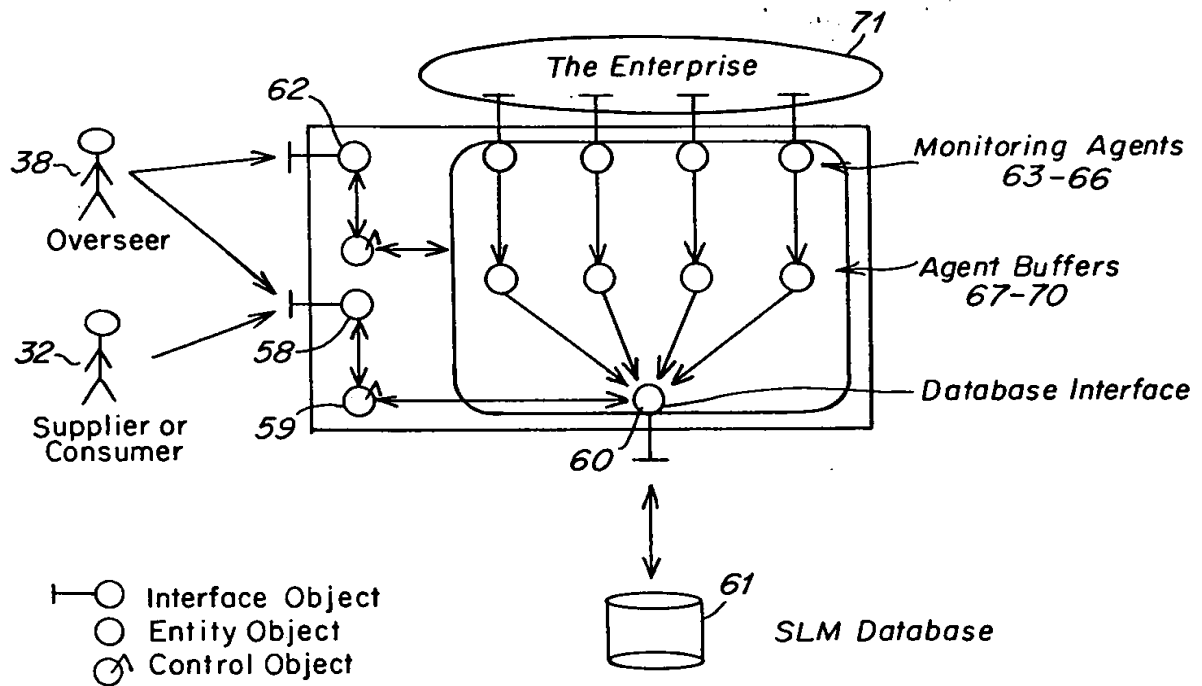


Fig. 4

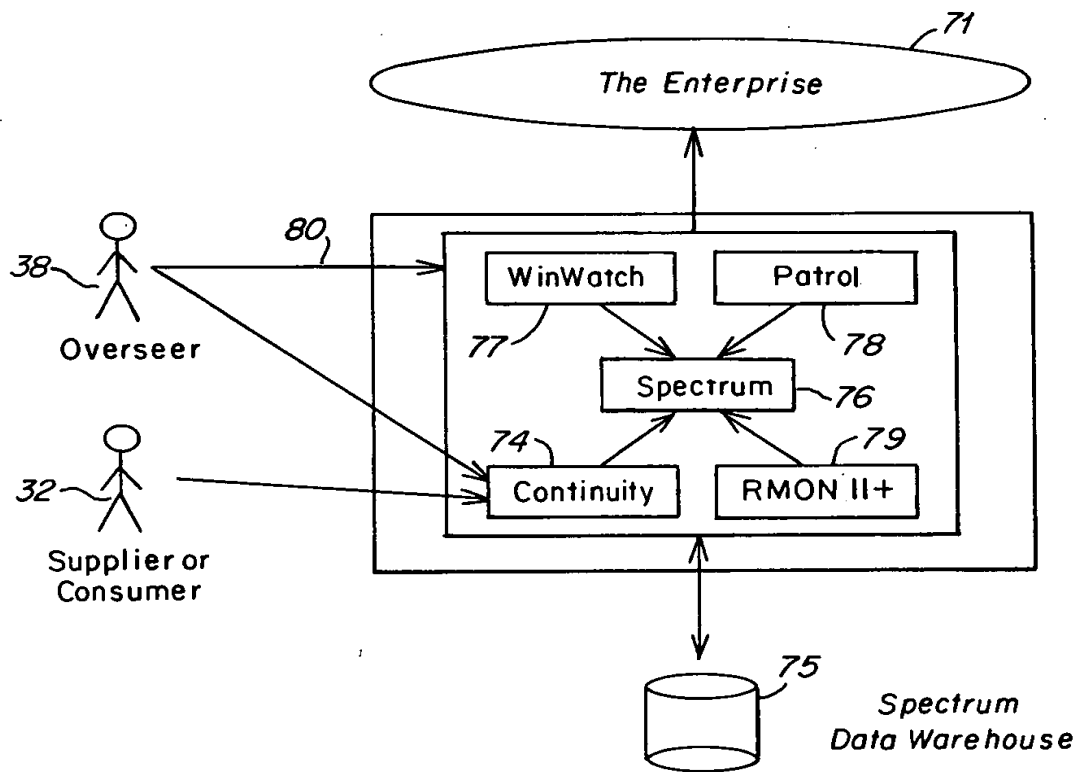


Fig. 5

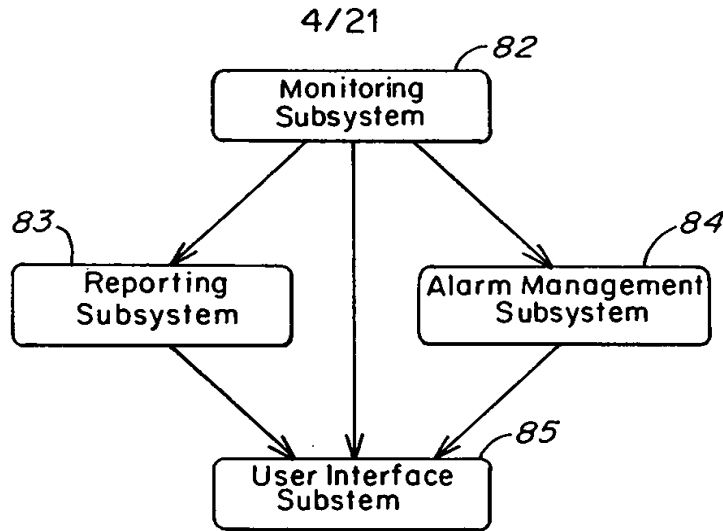


Fig. 6

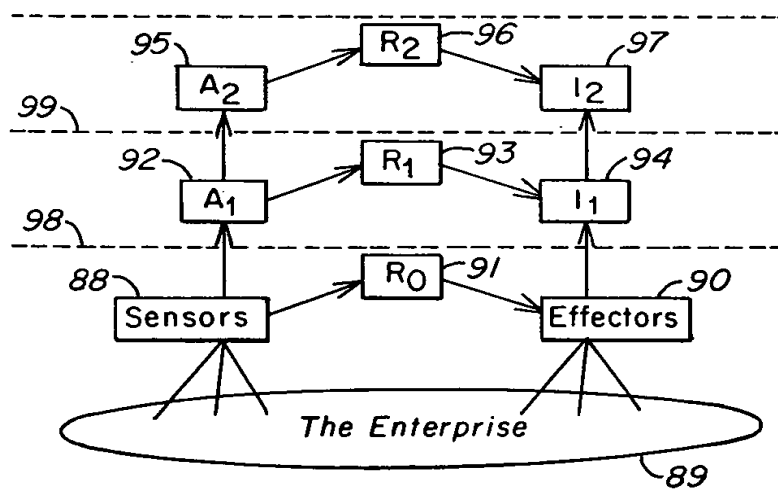


Fig. 7

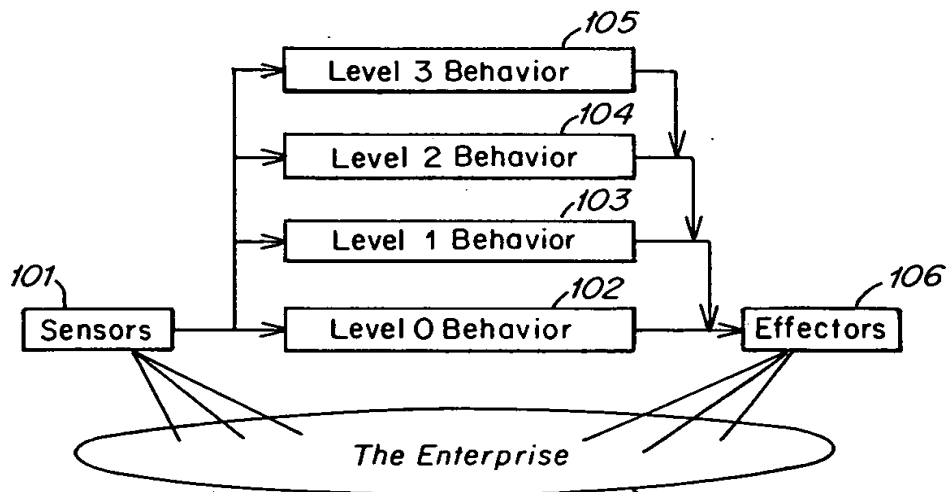


Fig. 8

Level 2 Abstraction,
Reasoning, Instruction

Level 1 Abstraction,
Reasoning, Instruction

Level 0 Abstraction,
Reasoning,
Instruction

Monitoring

Auto
Control

Human
Control

The Enterprise

Fig. 9

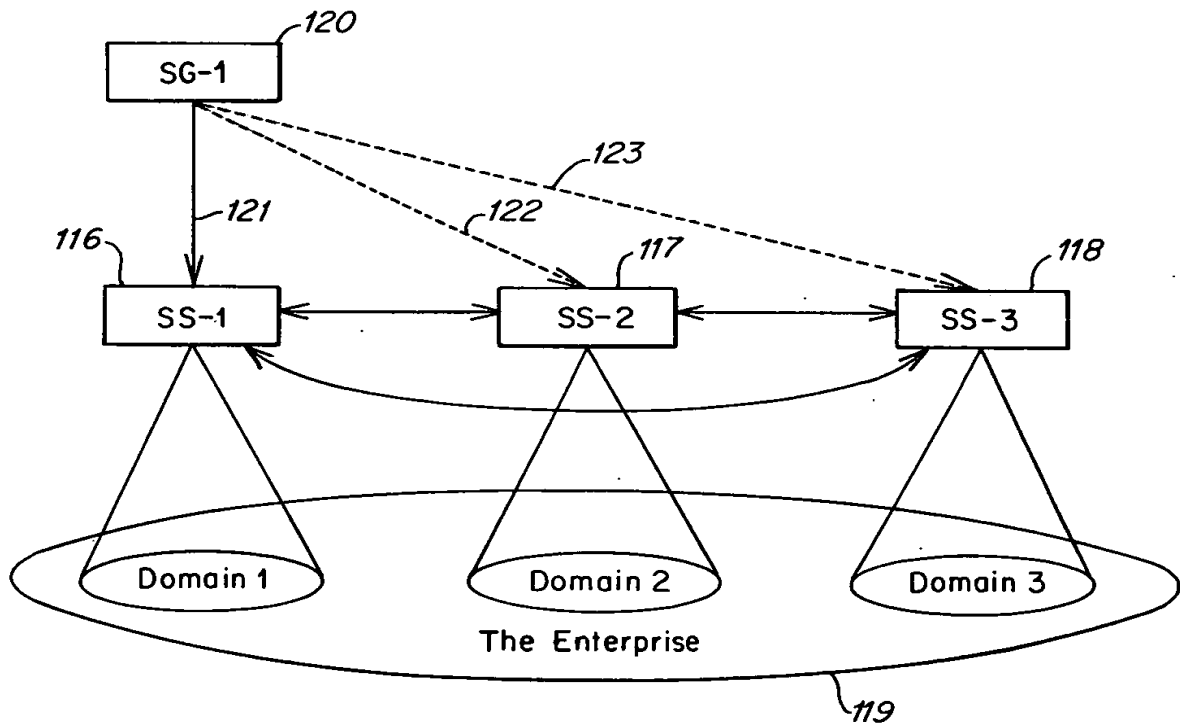
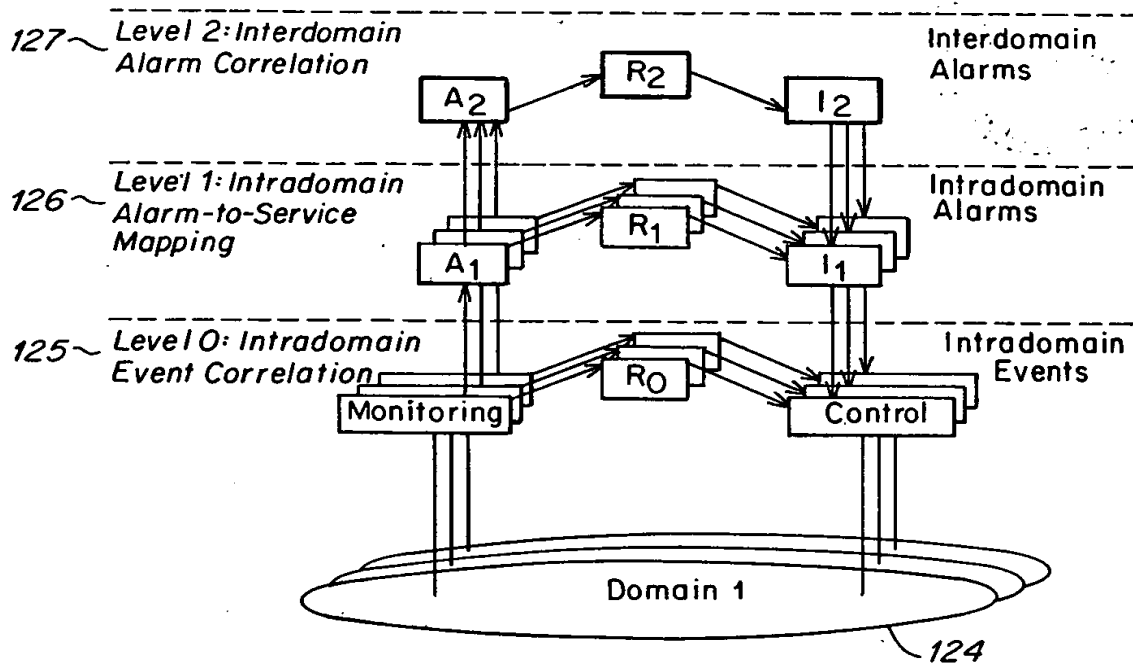
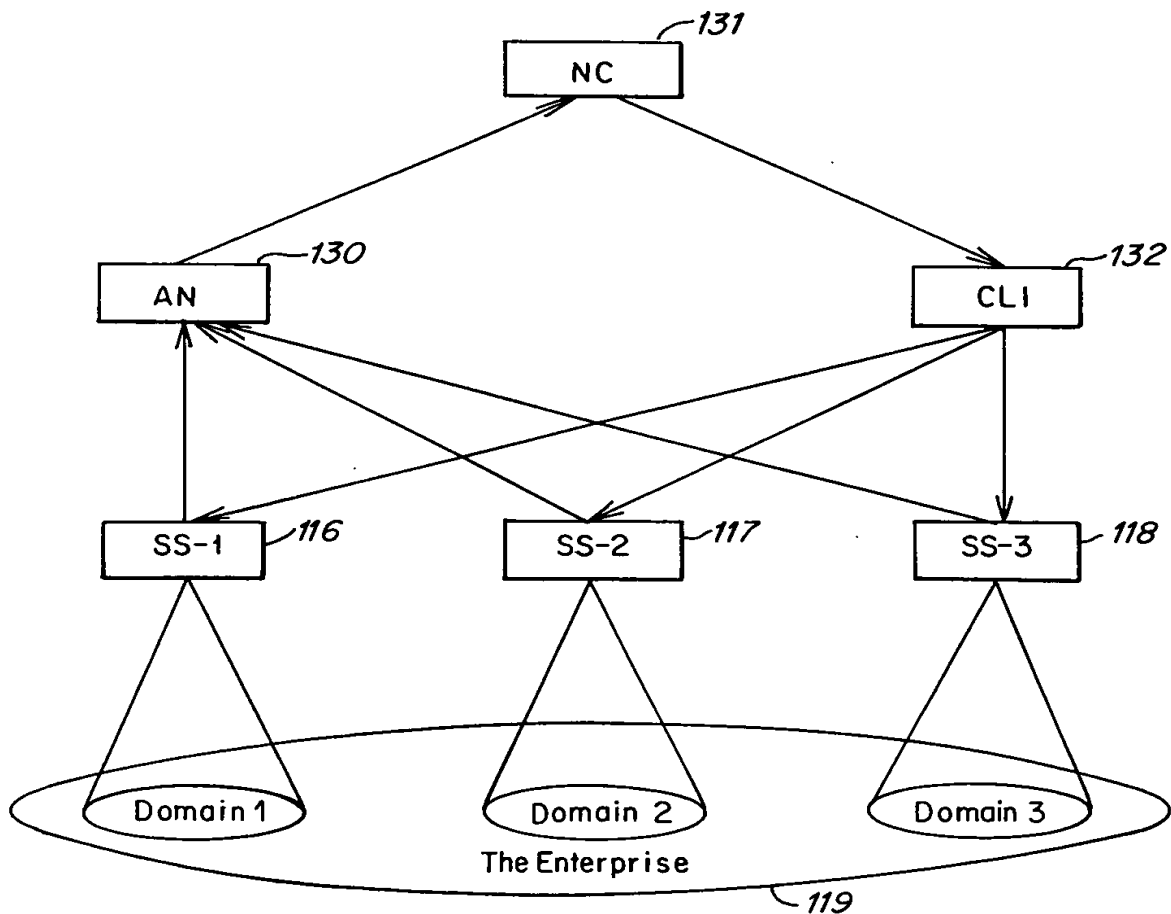


Fig. 10

*Fig. 11**Fig. 12*

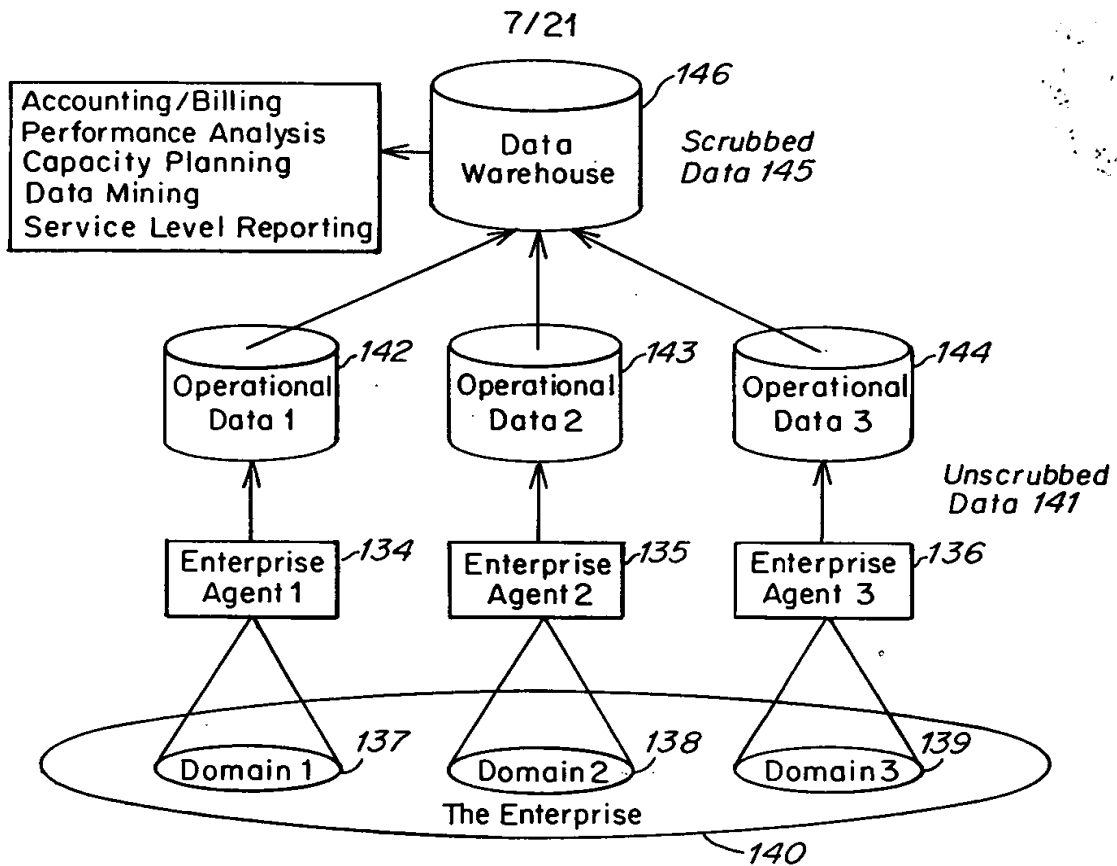


Fig. 13

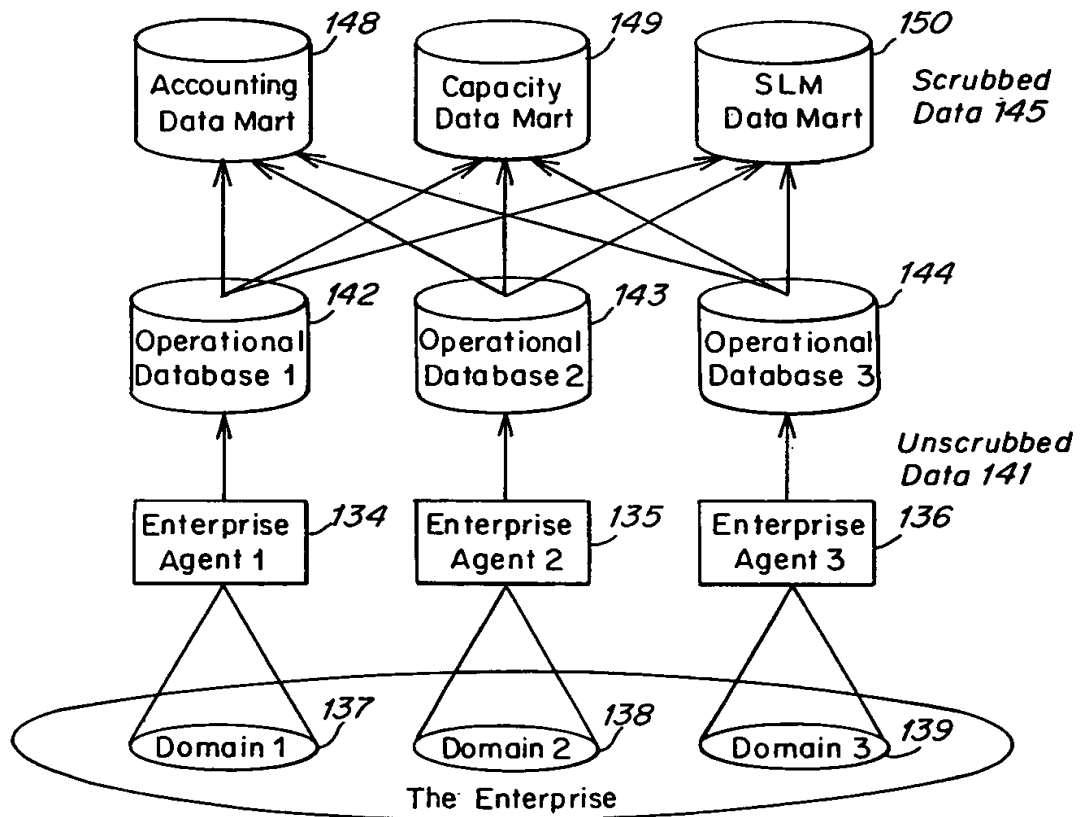


Fig. 14

8/21

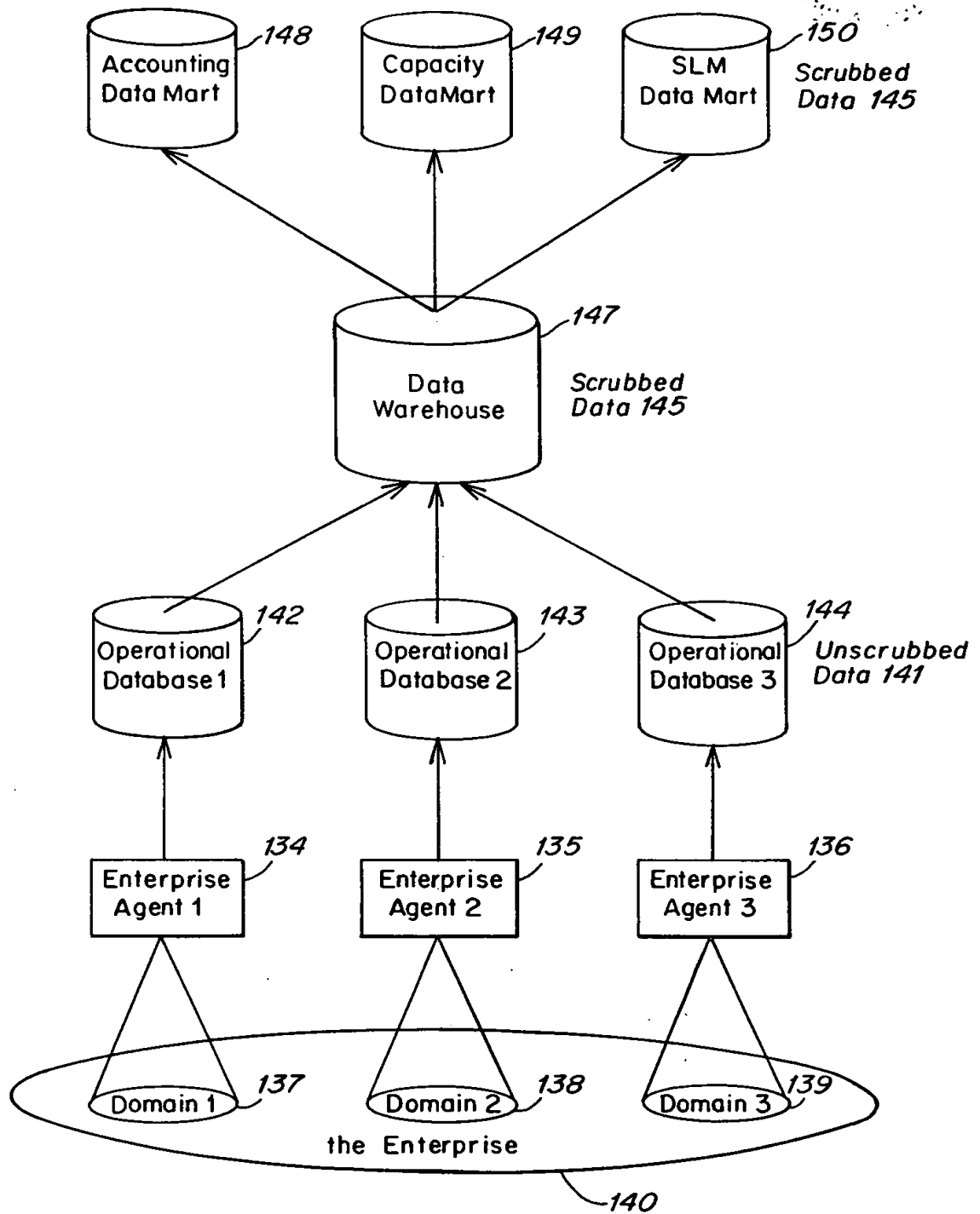


Fig. 15

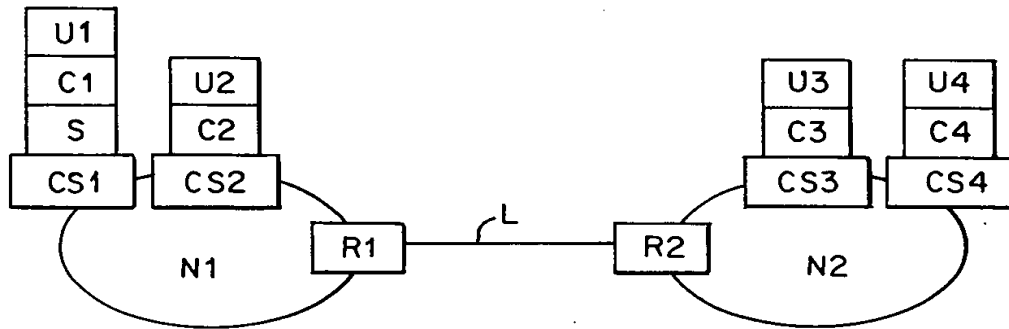


Fig. 16

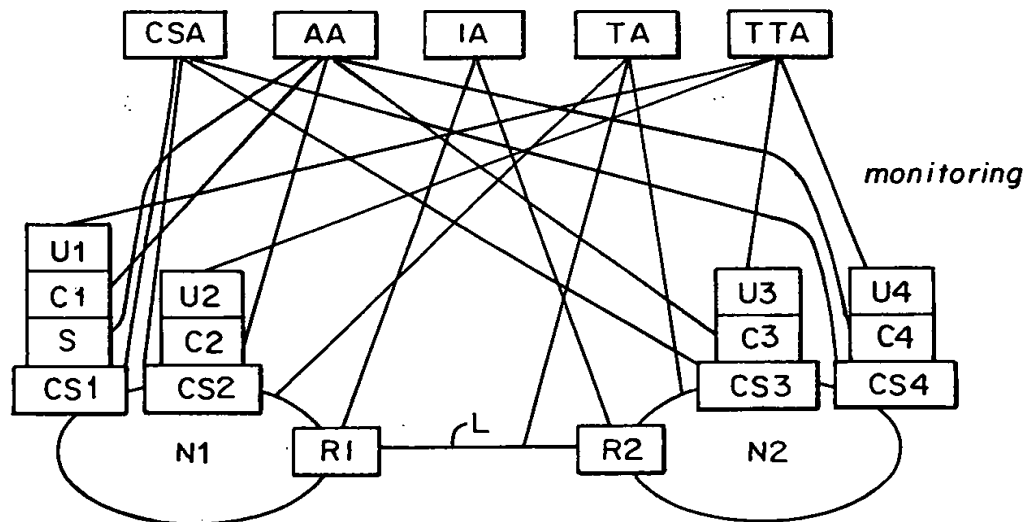


Fig. 17

10/21

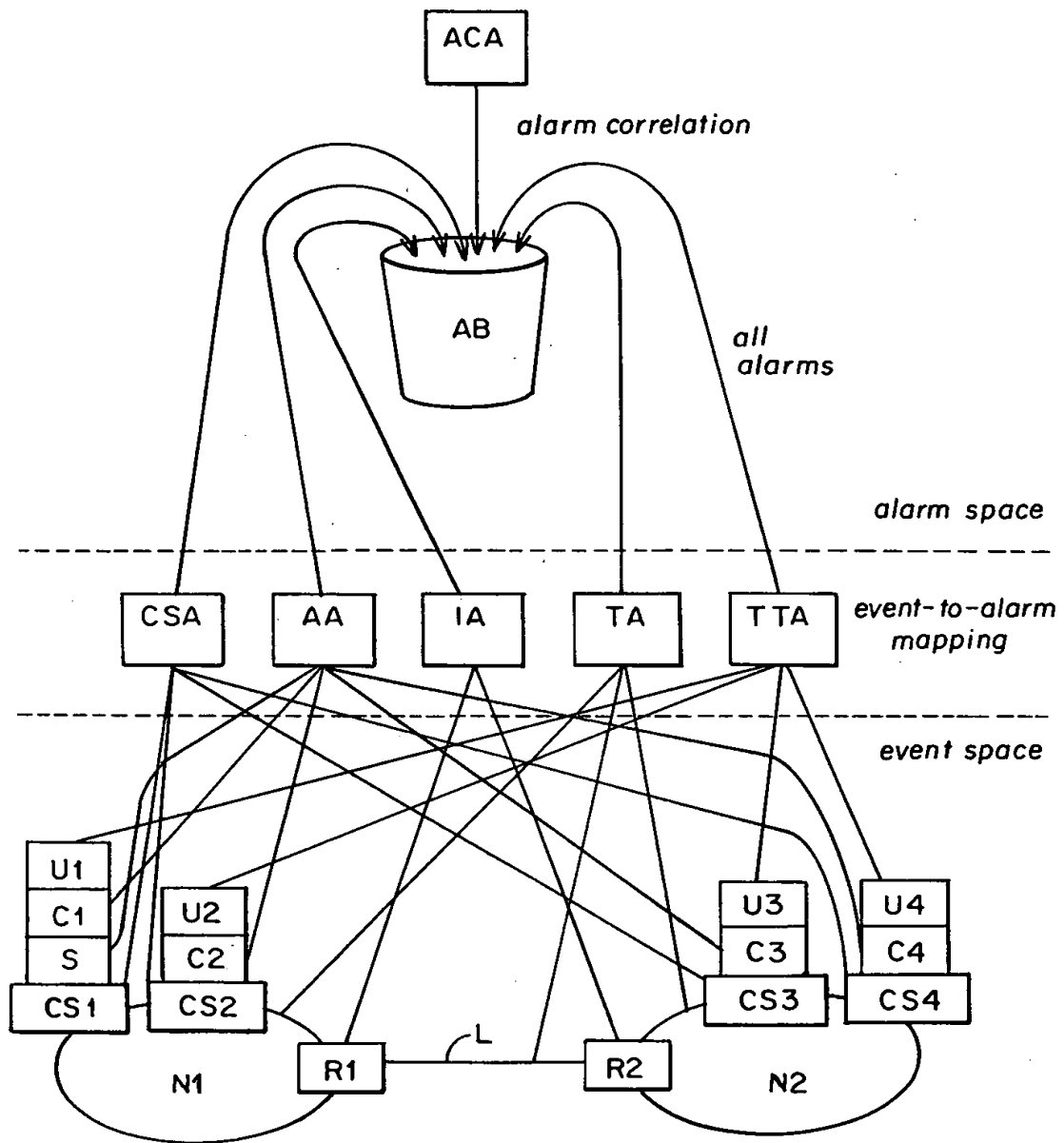


Fig. 18

11/21

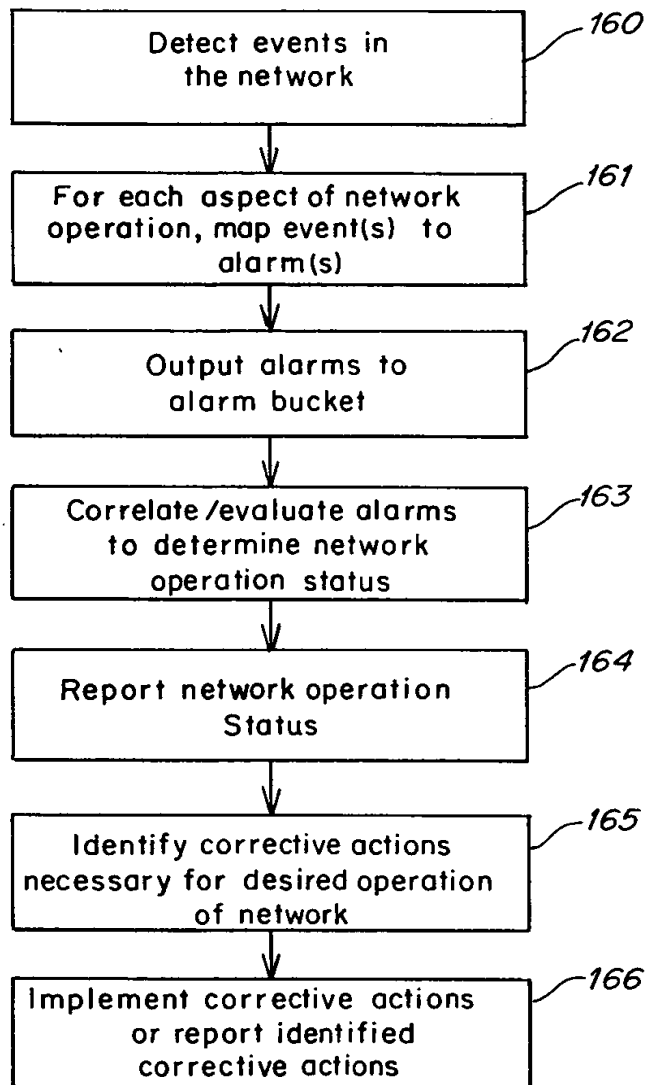


Fig. 19

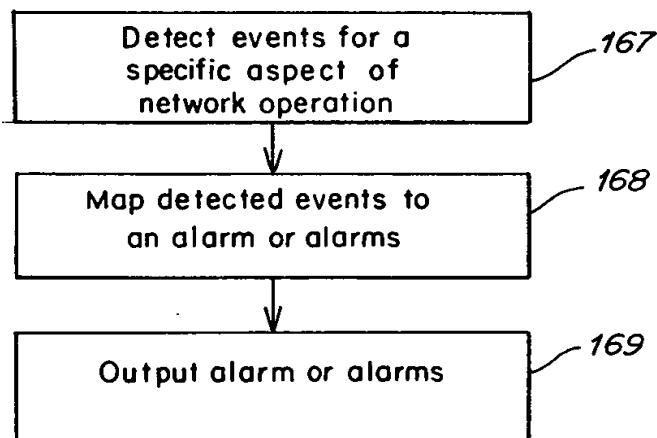


Fig. 20

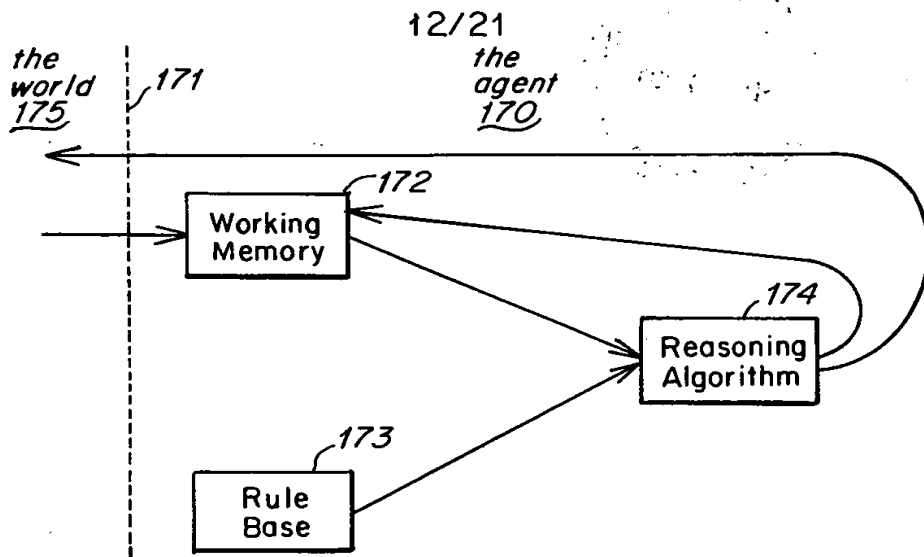


Fig. 21

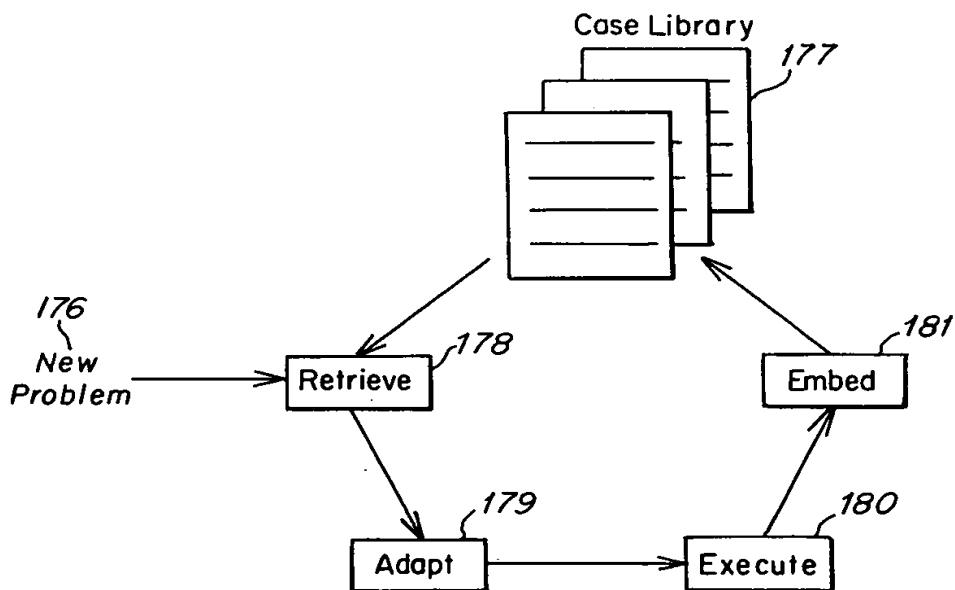


Fig. 22

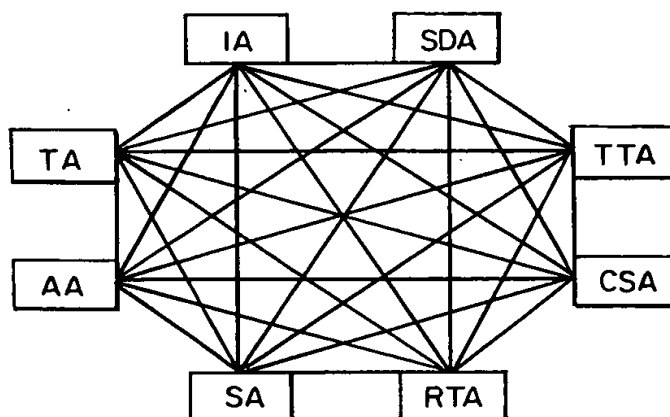


Fig. 23

13/21

190

Friday January 5 2001 191			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down, up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

Fig. 24

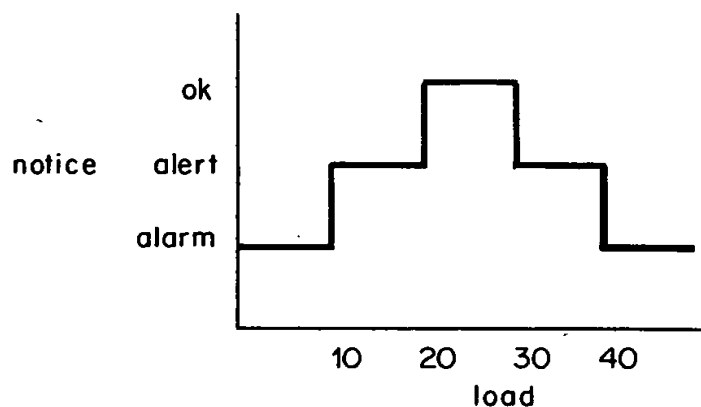


Fig. 25

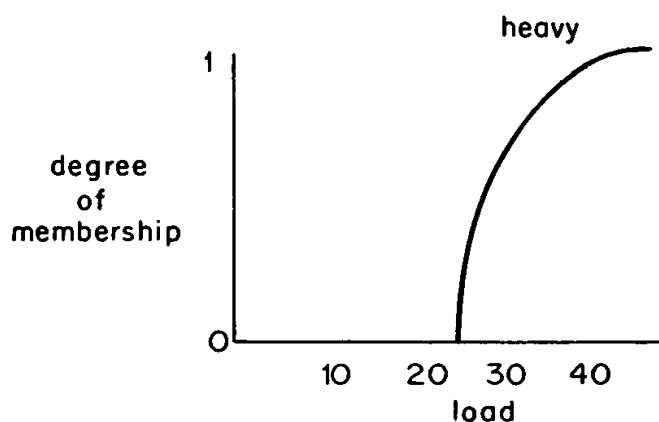
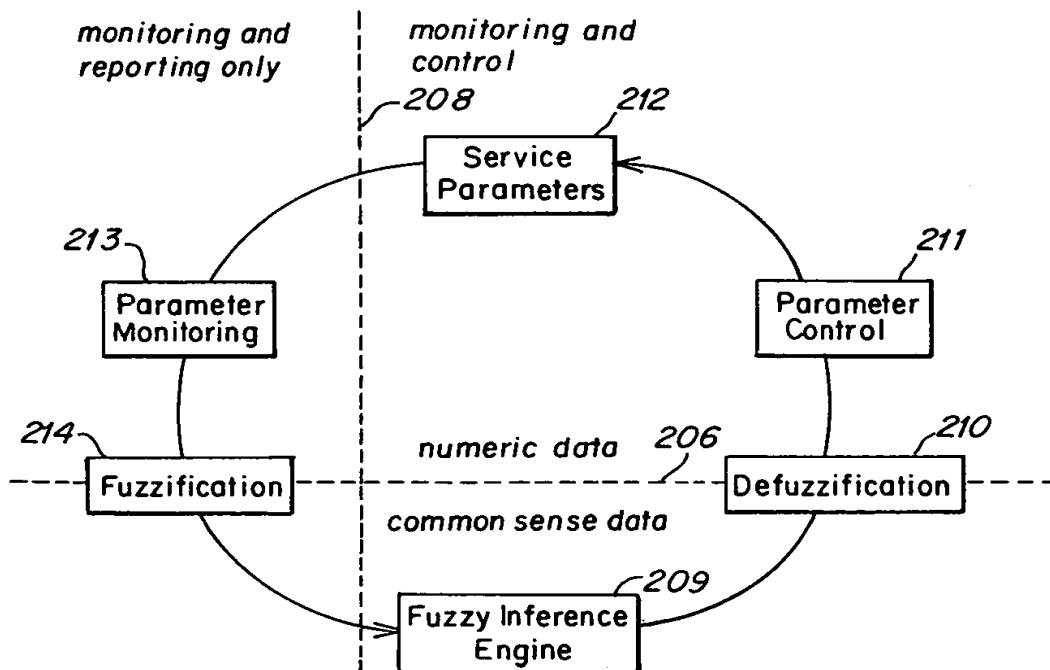
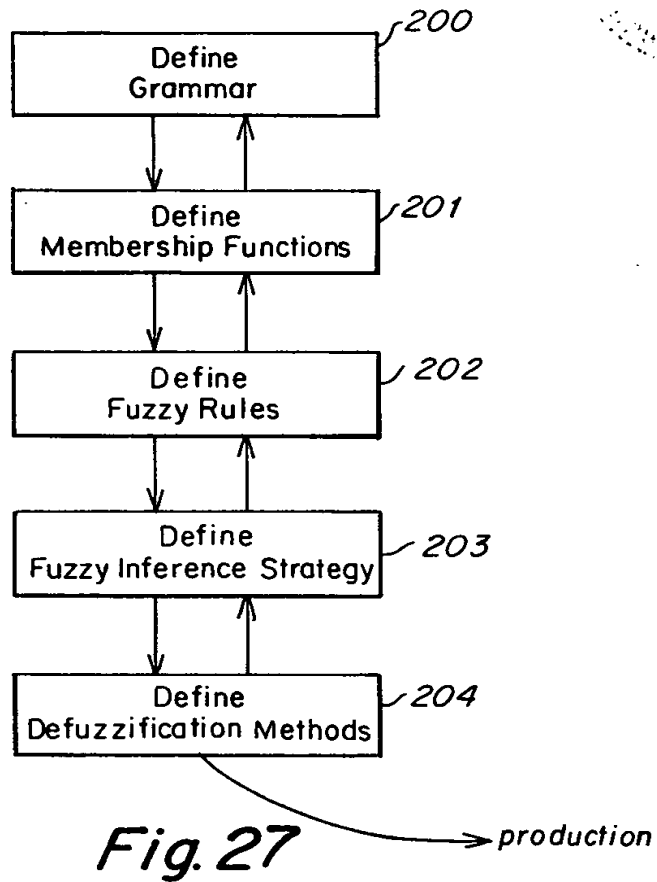


Fig. 26

14/21



15/21

possible influences on SP ²²⁵ target ²²⁴

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
⋮								
⋮								
⋮								

Fig. 29a

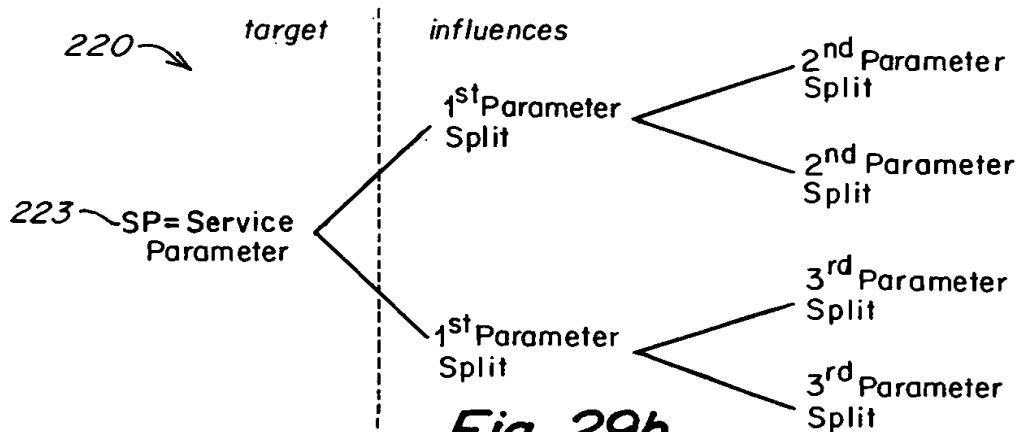


Fig. 29b



Fig. 30

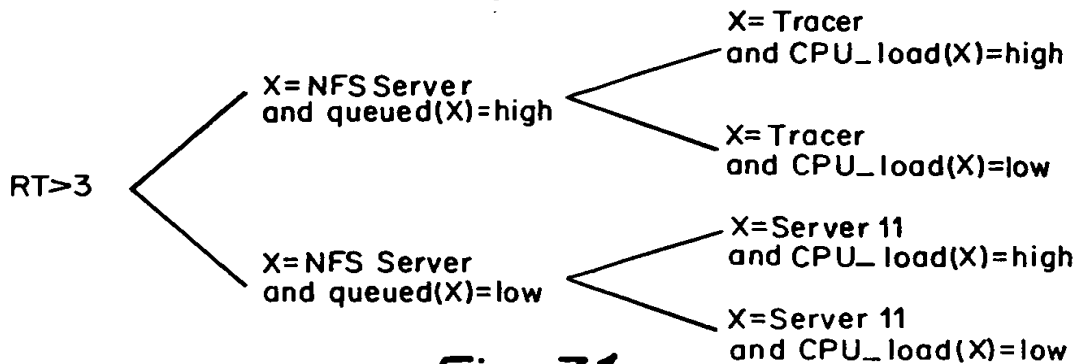


Fig. 31

Service Agreement with XYZ Server Form						
Name Address Phone Email						
Policies						
Availability	___ (select 90-100%)	\$___				
Response Time	___ (select 2-5 sec)	\$___				
Security	___ (select high- med-low)	\$___				
Integrity	___ (select high- med-low)	\$___				
		Total: \$___				
<i>Go Back</i>		<i>(Month)</i>		<i>Go Forward</i>		
Default: Availability___ Response time___ Security___ Integrity___						
Send			Cancel			

Fig. 32

17/21

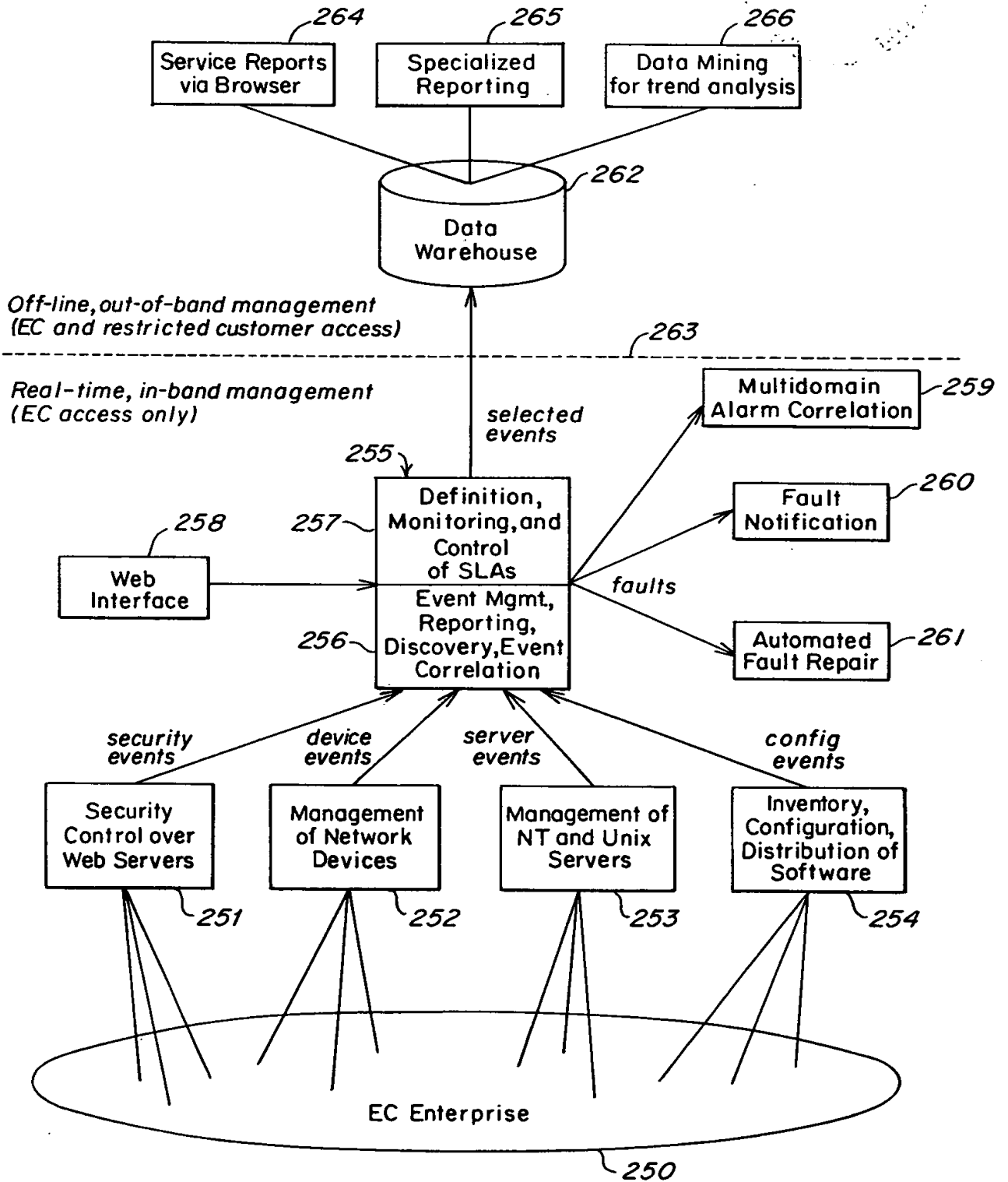


Fig. 33

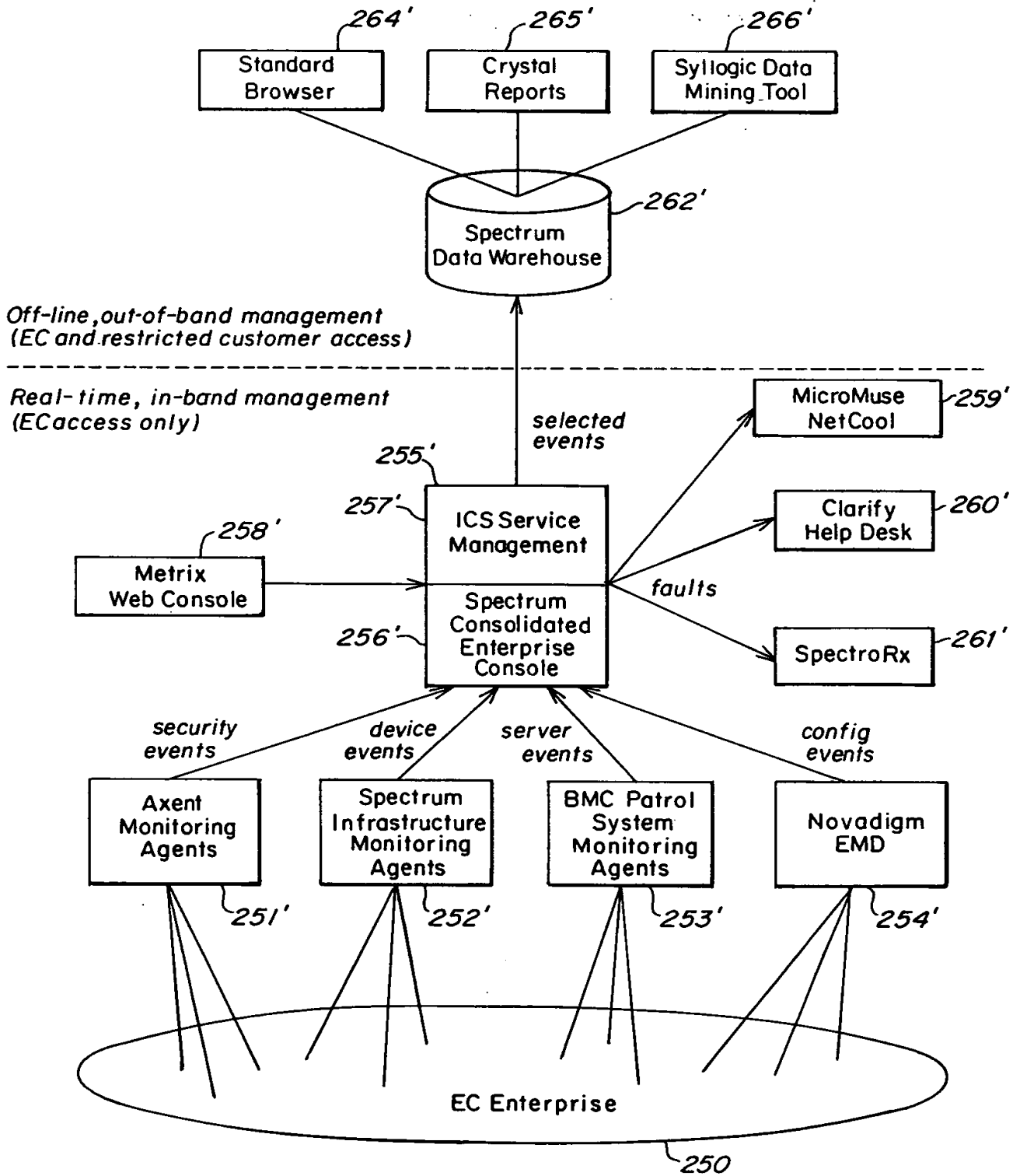


Fig. 34

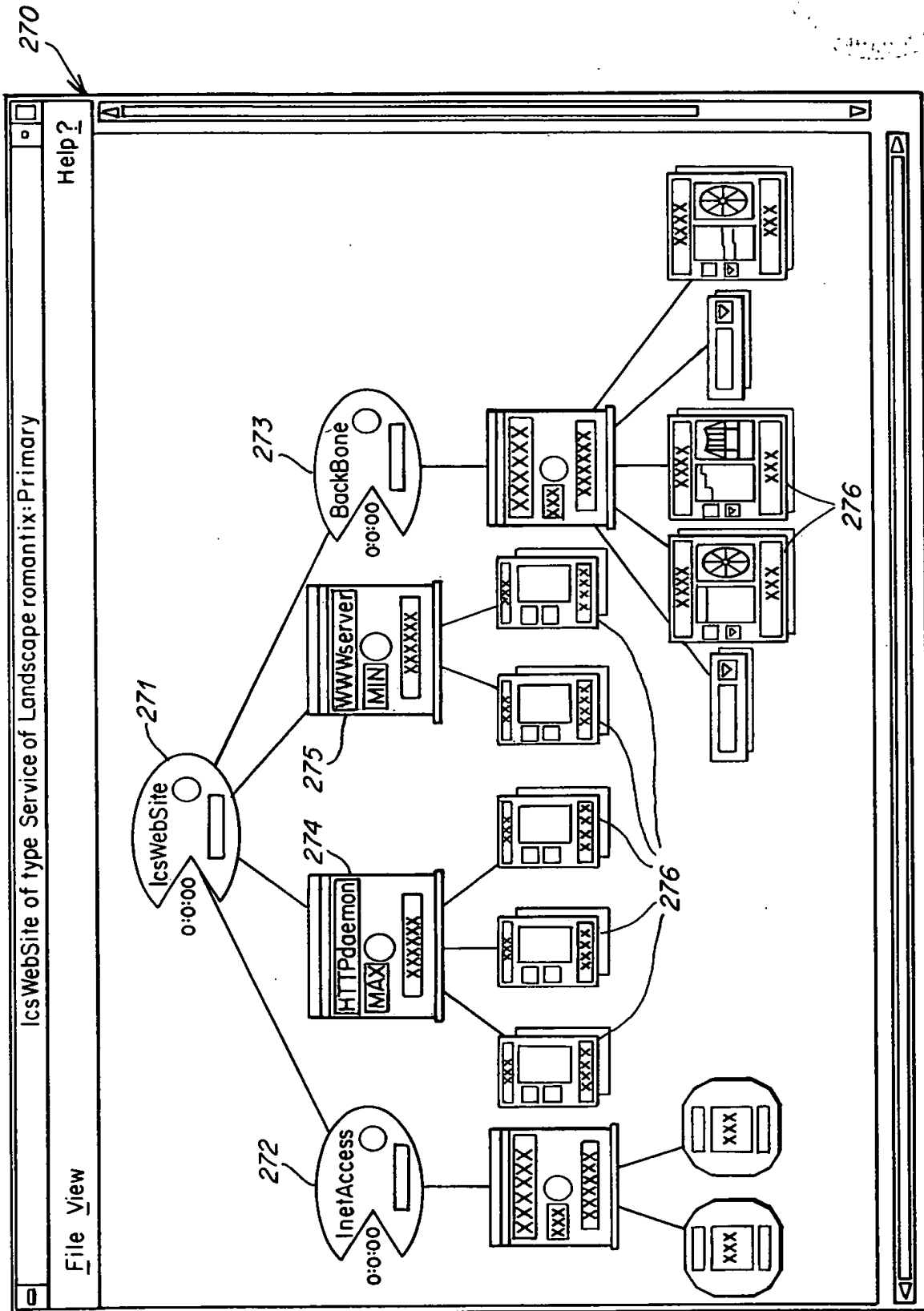


Fig. 35

281

IT for Dev of type SLA of Landscape romantix:Primary

File View Help ?

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs
 Tuesday from 08:30 hrs to 17:30 hrs
 Wednesday from 08:30 hrs to 17:30 hrs
 Thursday from 08:30 hrs to 17:30 hrs
 Friday from 08:30 hrs to 16:00 hrs
 Saturday from 08:30 hrs to 08:30 hrs
 Sunday from 08:30 hrs to 08:30 hrs
 Holiday from 08:30 hrs to 08:30 hrs

Holiday Dates
 1,1,1,5,3,10,25,12,26,12

280

ICS IT SLA_Container of Landscape

File View Help ?

Service Level Agreements
 xxx xxx

282

283

Monitor Definition

Monitor Name: Downtime per week

Alarm Counter
 xxxxxx
 xxxxxx
 xxxxxx

Unavailability
 xxxxxx
 xxxxxx

Fixed Period
 xxxxxxxxxxxx
 xxxxxxxxxxxx

Rolling Period
 xxxxxxxxxxxx
 xxxxxxxxxxxx

if any threshold has been exceeded [create an Alarm] with Severity [100]

Create Monitor

Cancel

Fig. 36

21/21

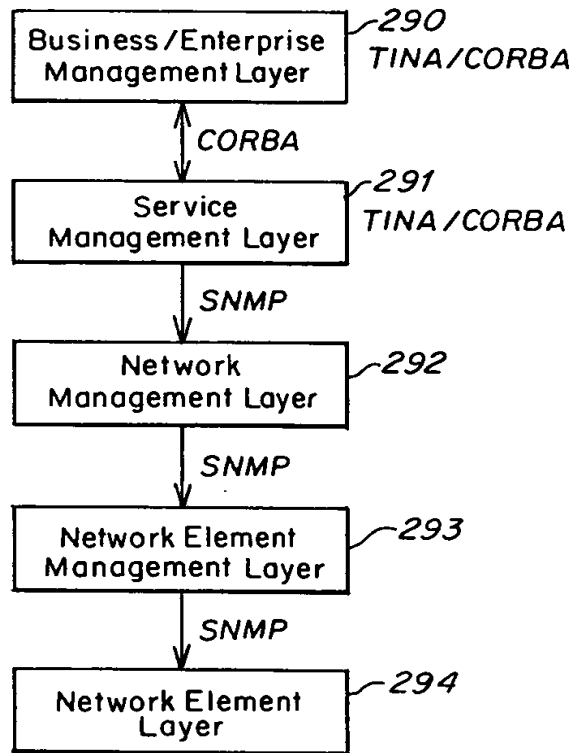


Fig. 37

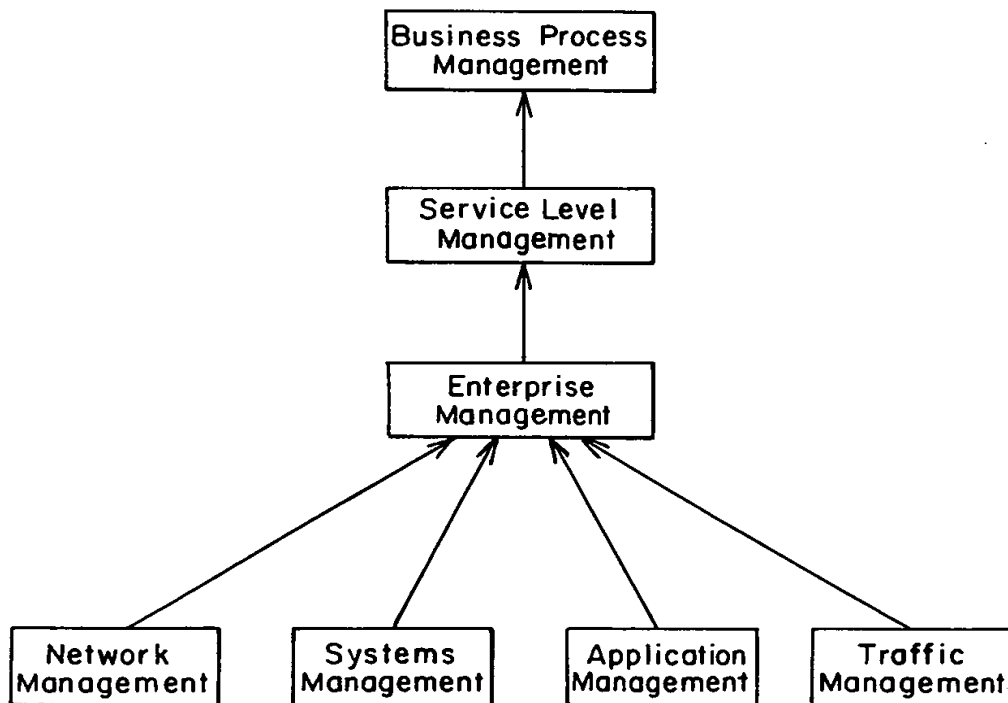


Fig. 38